

EQUAL OPPORTUNITY TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE OR SEXUAL ORIENTATION.  
IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORKPLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

CALIFORNIA DEPARTMENT OF VETERANS AFFAIRS

VETERANS CLAIMS REPRESENTATIVE II

FINAL FILING DATE: NOVEMBER 12, 2003

OPEN – SPOT: OAKLAND & LOS ANGELES

PLEASE SELECT LOCATION (S) IN WHICH YOU ARE INTERESTED. IF A LOCATION IS NOT SELECTED, THE OFFICE NEAREST TO YOUR HOME ADDRESS WILL BE SELECTED FOR YOU.

HOW TO APPLY: Applications (Form 678) must be postmarked no later than the final filing date. Applications postmarked, personally delivered or received via interoffice mail after the final filling date will not be accepted for any reason.

SUBMIT APPLICATIONS TO: CALIFORNIA DEPARTMENT OF VETERANS AFFAIRS  
Personnel Management Division  
1227 "O" Street, Room 105  
Sacramento, CA 95814

Submit applications only to address indicated above. Do not submit to the State Personnel Board.

If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the "Application for Examination." You will be contacted to make specific arrangements.

NOTE: Accepted applicants are required to bring either a photo identification card or two forms of a signed identification to the examination.

EXAMINATION DATE: No written test is required. It is anticipated that interviews will be held during December 2003.

SALARY RANGE: \$3575 – 4347.00

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION:

NOTE: All applicants must meet the education and/or experience requirements for this examination by the final filing date.

MINIMUM QUALIFICATIONS:

Either I

One year of experience in the California state service performing the duties of a Veterans Claims Representative I, Range B.

Either II

Experience: Two years of responsible experience above the trainee level in the technical development, presentation or review of claims of veterans or their dependents for benefits under the laws administered by the United States Veterans Administration or in the interpretation and application of these laws and associated regulations. (In evaluating experience, more weight will be given to its breadth and recency than its length. Experience in processing routine applications for claims or in providing routine information and assistance in filing such claims is not qualifying.) (Experience in the California state service applied toward this requirement must include at least one year performing the duties of a class with a level of responsibility equivalent to that of Veterans Claims Representative I, Range B.) And

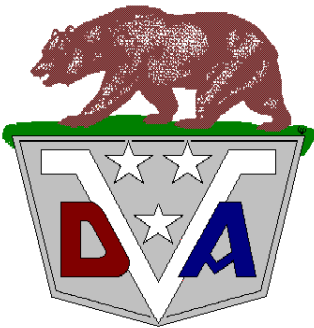
Education: Equivalent to graduation from college. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)

CERTIFICATION REQUIREMENT: All incumbents must meet the eligibility requirements for accreditation by the Veterans Administration for the presentation of claims.

SPECIAL PERSONAL CHARACTERISTIC: Willingness to travel and work irregular hours; tact, neat personal appearance, and pleasing personality; ability to maintain self-control, even under provocation, and be tolerant of differing behavioral patterns, personality traits and cultural values; understanding of the problems of disadvantaged minority and ethnic groups; ingenuity and resourcefulness in the discovery of information and evaluation of evidence.

THE POSITION:

Veterans Claims Representative II is the full journey person level. Incumbents process claims for all types of veterans benefits of any degree of complexity; exercise a high degree of skill and resourcefulness in the development and evaluation of evidence, in solving problems involved in the discovery of information, and in making judgments where regulations may have only general applicability; appear and offer arguments before Veterans Administration Rating Boards in the reconsideration of cases where preliminary Rating Board determinations on percentage of disability are viewed as unreasonable, or in cases where medical evidence does not appear to be completely supportive and it is desirable for the claimant to appear personally before the Board in company with the representative. At this level representatives may also be assigned as lead person, to provide instruction, guidance and technical advice to representatives at the lower levels and to review their work for adequacy and accuracy; and perform other duties as required.



**EXAMINATION INFORMATION:** This examination will consist of a qualifications appraisal interview only. In order to obtain a position on the eligible list, a minimum rating of a 70% must be attained in the interview.

**QUALIFICATIONS APPRAISAL - WEIGHTED 100%**

In addition to evaluating the competitors' relative abilities as demonstrated by quality and breadth of experience, emphasis in the examining interview will be on measuring competitively, related to job demands, each competitor's:

**Scope:**

**A. Knowledge of:**

1. Needs, problems, and attitudes of disabled and disadvantaged veterans.
2. Interviewing and counseling techniques.
3. The laws and regulations of the United States Veterans Administration governing entitlement to and administration of Federal veterans' benefits.
4. Working familiarity with the lay medical etiology of diseases and injuries.
5. Admissibility of evidence as it pertains to Veterans Administration hearings and appellate procedures.

**B. Ability to:**

1. Establish rapport with persons who are mentally and/or physically handicapped.
2. Listen attentively and communicate clearly and tactfully.
3. Gain and maintain the confidence and cooperation of those contacted during the course of work.
4. Analyze quasi-medical and quasi-legal cases and situations accurately and reason logically.
5. Identify and interpret applicable statutes, regulations and policies in the analysis and development of claims.
6. Research precedent decisions and other references.
7. Develop clear, cogent and convincing statements of justification for conclusions and decisions reached based upon accurate and complete documentation.
8. Organize work for maximum effectiveness.

**ELIGIBLE LIST INFORMATION:** The list will be abolished 12 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.

**VETERANS PREFERENCE CREDIT** will be granted in this examination. Due to changes in the law, which were effective January 1, 1996, veterans who have achieved permanent civil service status are not eligible to receive veterans' credits.

**GENERAL INFORMATION**

It is the **candidate's responsibility** to contact the California Department of Veterans Affairs three days prior to the written test if he/she has not received his/her notice. **For an examination** without a written feature it is the candidate's responsibility to contact the California Department of Veterans Affairs, Personnel Management Division, (916) 653-2535 three weeks after the final filing date if he/she has not received a progress notice.

If a **candidate's notice** of oral interview or performance test fails to reach him/her prior to the day of the interview due to a verified postal error, he/she will be rescheduled upon written request.

**Applications** are available at State Personnel Board offices, local offices of Employment Development Department and the Department noted on the front.

**If you meet the requirements** stated on the reverse, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on the other side of this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

**The State Personnel Board** reserves the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service law and rules and all competitors will be notified.

**Examination Location:** When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. Ordinarily, oral interviews are scheduled in Sacramento, San Francisco, and Los Angeles. However, locations of interviews may be limited or extended as conditions warrant.

**Eligible Lists:** Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in from one to four years unless otherwise stated on this bulletin.

**Promotional Examinations only:** Competition is limited to employees who have a permanent civil service appointment. Under certain circumstances other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235.2 and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at departmental personnel offices or at the information counter of State Personnel Board Offices.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history and fingerprinting may be required.

**Interview Scope:** If an interview is conducted, in addition to the scope described on the other side of this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight will be given to the breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plans for self-development; and the progress he/she has made in his/her efforts toward self-development.

**Veterans Preference:** California law allows granting of veterans preference points in open entrance examinations and open nonpromotional examinations. Credit in open entrance examinations is granted as follows: 10 points for veterans, widows, or widowers of veterans, and spouses of 100% disabled veterans; and 15 points for disabled veterans. Credit in open nonpromotional examinations is granted as follows: 5 points for veterans; and 10 points for disabled veterans. Directions for applying for veteran's preference points are on the Veterans Preference Application form (Form 1093) which is available from State Personnel Board Offices, on the internet at [www.SPB.CA.GOV](http://www.SPB.CA.GOV), and the Department of Veterans Affairs, PO Box 942895, Sacramento, CA 94295-0001.

**High School Equivalence:** equivalence to completion of the 12<sup>th</sup> grade may be demonstrated in any one of the following ways: 1) passing the General Educational Development (GED) Test 2). Completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school on a year-for-year basis.

**TDD is a Telecommunications Device for the Deaf and is reachable only from phones equipped with a TDD Device (916) 653-1966.**